

Volunteer Coordinator and Peer Counselor Job Description

Reports to: Executive Director

Objective: The Volunteer Coordinator/Peer Counselor provides peer counseling to female clients, oversees annual trainings for volunteers and staff, and serves as the primary trainer for the CareNet volunteer training. This position requires a good blend of client relationship, time management, and organizational skills; as well as a high level of dedication, honesty and integrity.

Responsibilities include, but are not limited to:

Client Services

- Review and maintain a clear and complete understanding of the Policies and Procedures Manual, as well as the CareNet training manual
- Always maintain client confidentiality, according to policy
- Counsel clients according to policy and in accordance with CareNet guidelines
- Fill out all forms completely and accurately
- Promptly and accurately enter client files in Ekyros
- Remain knowledgeable of the data entry system
- Assist with material donation process and process material donations, as needed

Office Support

- Maintain an organized, current file system for all records, reports, and client files
- Maintain a thorough and accurate desk procedures manual
- Prepare reports for staff meetings
- Provide back-up support to answer phones, schedule client appointments, answer the client entrance door, and receive donations when Receptionist is not available

Volunteer Management

- Recruit, interview and train new volunteers for Norwalk Center
- Plan annual volunteer appreciation brunch
- Maintain contact with all ministry volunteers to assess needs and strengths
- Maintain and update log of annual volunteer hours
- Conduct annual volunteer evaluations

Community Relations

- Provide informative tours and presentations that adhere to the policies and procedures of the center, while maintaining a professional Christian appearance
- Keep staff and Executive Director informed of feedback from presentations
- Assist with annual Walk for Life, Banquet, and other fundraisers, as needed and/or requested by the Executive Director

Training

- Conduct the bi-annual or tri-annual Care Net training for new staff and volunteers
- Arrange for peer-counselors-in-training to shadow current peer counselors
- Oversee bi-annual volunteer in-service meetings
- Prepare annual or bi-annual training for staff regarding relevant issues

- Attend job related internal and external meetings

Cleaning

- Ensure personal office is kept clean, organized and free of clutter
- Assist with cleaning the center, as needed

Other

- Perform other duties as requested by the Executive Director

Education, Experience, and Skills required

- Proficiency in Microsoft Word, Excel, Publisher, and Outlook
- Willingness and ability to learn the Ekyros data entry system
- An Associate's degree or two years excellent peer counseling experience preferred
- Ability to perform several tasks concurrently with ease and professionalism
- Ability to operate computer, multi-line phone, fax, and copier
- Ability to communicate clearly and concisely (verbally and in writing) in English
- Must keep client, ministry, and donor matters strictly confidential, according to policy
- Must have excellent interpersonal skills
- Must consistently follow established policies, procedures and guidelines

This job description lists many of the tasks essential to the position; however responsibilities may be added, subtracted and/or changed by the Executive Director at his/her discretion.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

For office use only:

☐ Copy given to employee on _____

☐ Original placed in employee file

Date of Hire: _____ Starting Wage: _____ Ending Wage: _____ Date of Termination: _____

Notes: _____